

VERMONT TELECOMMUNICATIONS RELAY SERVICE  
ANNUAL CONSUMER COMPLAINTS SUMMARY  
JUNE 2001 – MAY 2002  
COMPLAINTS FILED DIRECTLY WITH THE  
DEPARTMENT OF PUBLIC SERVICE

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June 2001                      Nothing to report

July 2001                      Nothing to report

August 2001                      Nothing to report

September 2001                      Nothing to report

October 2001                      Nothing to report

November 2001                      Nothing to report

December 2001

TTY                              December 10, 2001

Complaint:                      Problems with garbled transmission and hang up by CA when trying to place a relay call using Nextalk on a computer. Thought the CA gave up too soon.

Action taken:                      Contacted vendor and requested investigation. Vendor could not find the call record because the call was placed from a PBX so only the trunk number shows up in vendor's records. All calls for the relevant period from the trunk number were reviewed. No match could be found for the consumer's call. Vendor asked for return call from consumer if it happens again.

FCC:                              System performance

January 2002

TTY                              January 14, 2002

Complaint:                      Consumer complained of reaching relay, entering number to be called and nothing happening for 3 to 5 minutes.

Action taken:                      Contacted vendor and requested investigation. Vendor investigated and responded with apology and information about compliance with the 85 percent answered in 10 seconds standard.

FCC:                              Answer performance

*Vermont Telecommunications Relay Service*  
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February 2002            Nothing to report

March 2002            Nothing to report

April 2002

TTY                      April 3, 2002  
Complaint:            Consumer complained of getting cut off in the middle of a TTY relay call without knowing for sure if the message he was leaving on a voice mail was completed or not. Also complained that the CA number didn't show up on the call.  
Action taken:        Contacted vendor and requested investigation. Vendor investigated and reported to DPS and consumer that the call records showed the call, but could not show whether it was dropped. Consumer was asked to check with called party to see if she got the completed message.  
FCC:                    System performance

TTY                      April 16, 2002  
Complaint:            Consumer complained of problems with the busy message when placing VCP call.  
Action taken:        Contacted vendor and requested investigation. Vendor asked if consumer had called through the voice relay number rather than TTY. Consumer confirmed that she was dialing 7-1-1 and then initiating the call as a voice call rather than TTY. She was advised to initiate the call as TTY and then ask for VCO. This solved problem.  
FCC:                    Consumer information

May 2002            Nothing to report